DrayTek

Vigor*IPPBX* 2820 Series

Quick Start Guide

Version: 1.0

Date: 2009/1/12

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Copyright Declarations

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Safety Instructions and Approval

Safety Instructions

- Read the installation guide thoroughly before you set up the router.
- The router is a complicated electronic unit that may be repaired only be authorized and qualified personnel. Do not try to open or repair the router yourself.
- Do not place the router in a damp or humid place, e.g. a bathroom.
- Do not stack the routers.
- The router should be used in a sheltered area, within a temperature range of +5 to +40 Celsius.
- Do not expose the router to direct sunlight or other heat sources. The housing and electronic components may be damaged by direct sunlight or heat sources.
- Do not deploy the cable for LAN connection outdoor to prevent electronic shock hazards.
- Keep the package out of reach of children.
- When you want to dispose of the router, please follow local regulations on conservation of the environment.

Warranty

We warrant to the original end user (purchaser) that the router will be free from any defects in workmanship or materials for a period of two (2) years from the date of purchase from the dealer. Please keep your purchase receipt in a safe place as it serves as proof of date of purchase. During the warranty period, and upon proof of purchase, should the product have indications of failure due to faulty workmanship and/or materials, we will, at our discretion, repair or replace the defective products or components, without charge for either parts or labor, to whatever extent we deem necessary tore-store the product to proper operating condition. Any replacement will consist of a new or re-manufactured functionally equivalent product of equal value, and will be offered solely at our discretion. This warranty will not apply if the product is modified, misused, tampered with, damaged by an act of God, or subjected to abnormal working conditions. The warranty does not cover the bundled or licensed software of other vendors. Defects which do not significantly affect the usability of the product will not be covered by the warranty. We reserve the right to revise the manual and online documentation and to make changes from time to time in the contents hereof without obligation to notify any person of such revision or changes.

Be a Registered Owner

Web registration is preferred. You can register your Vigor router via http://www.draytek.com.

Firmware & Tools Updates

Due to the continuous evolution of DrayTek technology, all routers will be regularly upgraded. Please consult the DrayTek web site for more information on newest firmware, tools and documents.

http://www.draytek.com

European Community Declarations

Manufacturer: DrayTek Corp.
Address: No. 26, Fu Shing Road, HuKou, HsinChu Industrial Park, Hsin-Chu County, Taiwan 303
Product: VigorIPPBX 2820

DrayTek Corp. declares that VigorIPPBX 2820 is in compliance with the following essential requirements and other relevant provisions of R&TTE Directive 1999/5/EEC.

The product conforms to the requirements of Electro-Magnetic Compatibility (EMC) Directive 2004/108/EC by complying with the requirements set forth in EN55022/Class B and EN55024/Class B.

The product conforms to the requirements of Low Voltage (LVD) Directive 2006/95/EC by complying with the requirements set forth in EN60950-1.

Regulatory Information

Federal Communication Commission Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the use is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different form that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and

(2) This device may accept any interference received, including interference that may cause undesired operation.

Please visit http://www.draytek.com/about_us/R_TTE_Certification.php.

This product is designed for DSL, ISDN, POTS and 2.4GHz WLAN network throughout the EC region and Switzerland with restrictions in France. Please see the user manual for the applicable networks on your product.

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1. Introduction

The VigorIPPBX 2820 is an ADSL2+ router with IP PBX function and 2nd Ethernet WAN. This 2nd WAN can connect to DSL/Cable modem or fiber media converter for policy-based load-balance, fail-over and BoD (Bandwidth on Demand); it also features advanced bandwidth control mechanism such as IP-layer QoS, NAT Session Limitation, Bandwidth Borrowed, etc., to allow easy, flexible, reliable access control and bandwidth management.

The SPI (Stateful Packet Inspection) firewall uses object-based design to make settings of firewall policies easy. The CSM (Content Security Management) feature allows more precise and efficient access control for URL/Web Content Filtering, IM (Instant Messenger) and P2P (Peer to Peer) applications.

With hardware-based implementation of the VPN protocols, the VigorIPPBX 2820 supports up to 32 VPN tunnels using advanced protocols such as IPSec/PPTP/L2TP/L2TP over IPSec with AES/DES/3DES for encryption and MD5/SHA-1 for authentication.

VigorIPPBX 2820 can provide up to 50 extensions setup to let all registered IP phones in LAN or remote sites around the world to have unlimited free calls through Internet. Moreover, VigorIPPBX 2820 is able to establish multiple networking architectures corresponding to your current desire and future needs of growing communication. Its ISDN/PSTN compatibility lets you move from simple VoIP solution such as IP phone and Softphone to integrate with comprehensive networking infrastructure, such as ISDN and Analog phone line any time you need.

Definitions for ISDN Ports

Below shows the names that displayed on front panel of the device and the WEB UI of this device.

Both **ISDN1 and ISDN2** port on front panel of the device are configurable for connecting phone or accessing Internet according to the settings that you adjust on WEB UI.

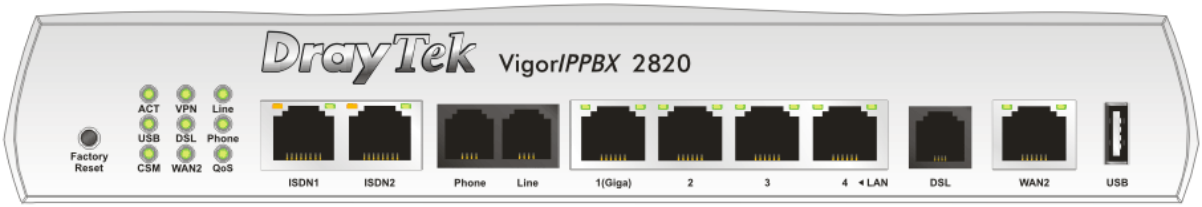
ISDN1-TE /ISDN2-TE (shown on WEB UI) is a port that used to connect ISDN line.

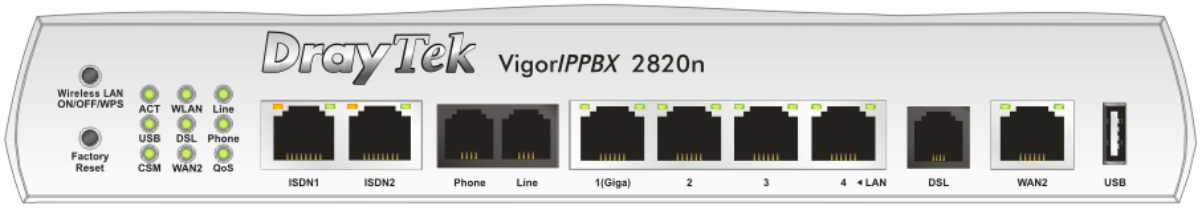
ISDN1-S0/ISDN2-S0 (shown on WEB UI) is a port that used to connect ISDN phone.

Please refer to **IP PBX>>PBX System>>Phone Settings** in User's Guide for detailed information.

Warning: When the orange LED lights (means ISDN-NT mode), the ISDN port can be used to connect phone only. Wrong ISDN connection might cause severe damage on your device.

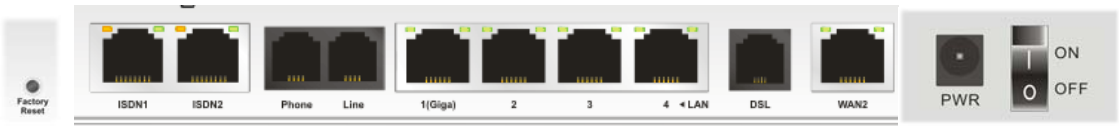
1.1 Panel Explanation





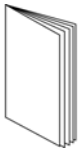
LED		Status	Explanation
ACT (Activity)		Blinking	The router is powered on and running normally.
		Off	The router is powered off.
USB		On	A USB device is connected and active.
		Blinking	The data is transmitting.
CSM		On	The profile of CSM (Content Security Management) for IM/P2P application is enabled from **Firewall** >> **General Setup**. (Such profile is established under **CSM** menu).
VPN		On	VPN tunnel is up and down.
WLAN		On	Wireless access point is ready.
		Blinking	It will blink while wireless traffic goes through. The ACT and WLAN LEDs will blink simultaneously when WPS is working, and it will return to normal condition after two minutes. (You need to setup WPS within 2 minutes.)
DSL		On	The router is ready to access Internet through DSL link.
		Blinking	Slowly: The modem is ready. Quickly: The connection is training.
WAN 2		On	The WAN2 connection is ready.
		Blinking	It will blink while transmitting data.
Line		On	A PSTN phone call comes (in and out). However, when the phone call is disconnected, the LED will be off about six seconds later.
		Off	There is no PSTN phone call.
Phone		On	The phone connected to this port is off-hook.
		Off	The phone connected to this port is on-hook.
		Blinking	A phone call comes.
QoS		On	The QoS function is active.
LED on Connector			
ISDN1/2	Left LED (Orange)	On	ISDN-S0 (ISDN-NT) mode is active configured from **IP PBX>>PBX System>>Phone Settings** and an ISDN phone adapter is connected.
		Blinking	ISDN S0 (ISDN-NT) mode configured from **IP PBX>>PBX System>>Phone Settings** is active and an ISDN phone adapter is not connected.
		Off	It means ISDN TE mode is active which is configured from **IP PBX>>PBX System>>Phone Settings**.

	Right LED (Green)	On	A phone adapter with phone set has been connected (ISDN-S0) or ISDN line has been connected (ISDN-TE).
		Blinking	ISDN-S0 (ISDN-NT) mode, it means an ISDN phone is off-hook or a phone call comes. In ISDN-TE mode, it means data, fax or voice (phone call) is transmitting.
		Off	It will be off if there is nothing connected.
LAN 1(Giga)	Left LED (Green)	On	The port is connected.
		Off	The port is disconnected.
		Blinking	The data is transmitting.
	Right LED (Green)	On	The port is connected with 1000Mbps.
		Off	The port is connected with 10/100Mbps.
LAN 2/3/4	Left LED (Green)	On	The port is connected.
		Off	The port is disconnected.
		Blinking	The data is transmitting.
	Right LED (Green)	On	The port is connected with 100Mbps.
		Off	The port is connected with 10Mbps.
WAN 2	Left LED (Green)	On	The port is connected.
		Off	The port is disconnected.
		Blinking	The data is transmitting.
	Right LED (Green)	On	The port is connected with 100Mbps.
		Off	The port is connected with 10Mbps.

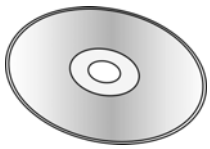


Interface	Description
Factory Reset	Restore the default settings. Usage: Turn on the router (ACT LED is blinking). Press the hole and keep for more than 5 seconds. When you see the ACT LED begins to blink rapidly than usual, release the button. Then the router will restart with the factory default configuration.
ISDN1/2	Connecter for ISDN line or ISDN phone adapter in particular condition. Refer to section 2.2 for more details.
Phone	Connecter for PSTN phone.
Line	Connector for PSTN life line.
LAN (1-4)	Connecters for local networked devices.
DSL	Connecter for accessing the Internet through ADSL2/2+.
WAN 2	Connecter for remote networked devices.
USB	Connecter for a USB device (for 3G USB Modem or printer).
PWR	Connecter for a power adapter.
ON/OFF	Power Switch.

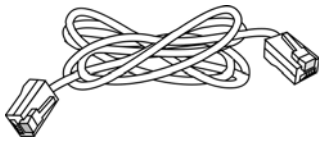
1.2 Package Content



❶ **Quick Start Guide**



❷ **CD**

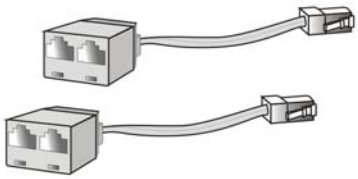


❸ **RJ-45 Cable (Ethernet)**

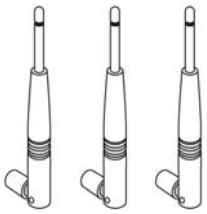
❹ **RJ-11 to RJ-11 Cable for *Annex A***

RJ-45 to RJ-45 Cable for *Annex B*

RJ-45 to RJ-11 Cable for *Annex B*



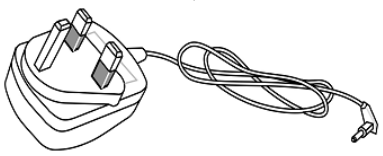
❺ **ISDN Phone Adapter**



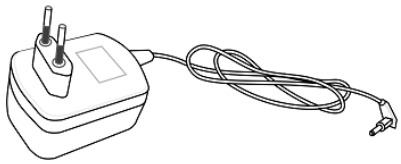
❻ **Antenna (n models)**

❼ The type of the power adapter depends on the country that the router will be installed.

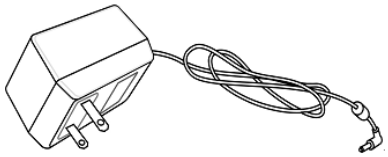
* The maximum power consumption is ***17-23 Watt***.



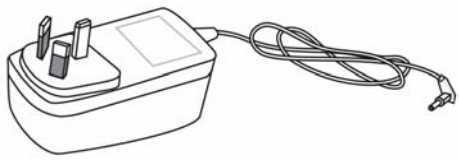
UK-type Power Adapter



EU-type Power Adapter



USA/Taiwan-type Power Adapter



AU/NZ-type Power Adapter

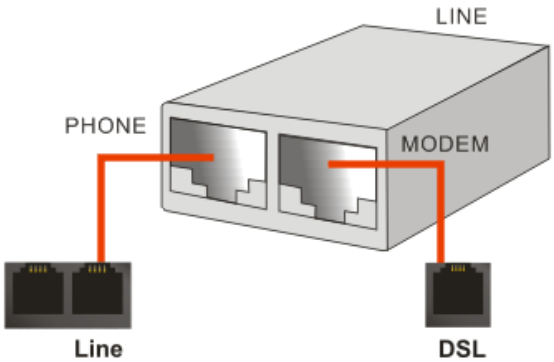
2. Installing Your Router

This section will guide you to install the router through hardware connection and configure the router's settings through web browser.

2.1 Hardware Installation

Before starting to configure the router, you have to connect your devices correctly.

1. Connect the ADSL interface to the external ADSL splitter with an ADSL line cable. Also, connect Line interface to an external ADSL splitter.



   For second WAN, connect the cable Modem/DSL Modem/Media Converter to WAN2 port of router with Ethernet cable (RJ-45).

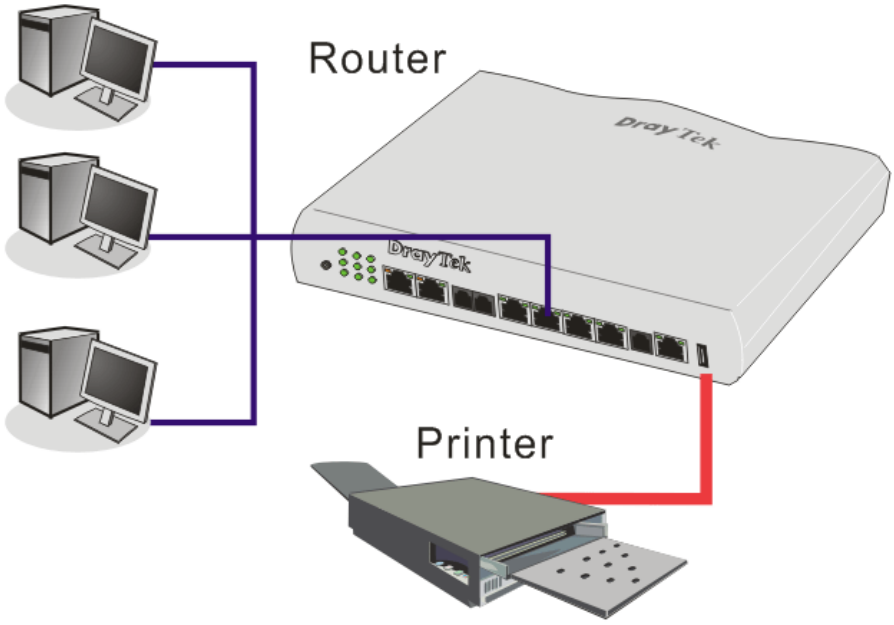
2. Connect one end of an Ethernet cable (RJ-45) to one of the **LAN** ports of the router and the other end of the cable (RJ-45) into the Ethernet port on your computer.
3. Connect the telephone sets with phone lines (for using VoIP function). For the model without phone ports, skip this step.
4. Connect one end of the power adapter to the router's power port on the rear panel, and the other side into a wall outlet.
5. Power on the device by pressing down the power switch on the rear panel.
6. The system starts to initiate. After completing the system test, the **ACT** LED will light up and start blinking.

   (For the detailed information of LED status, please refer to section 1.1.)

2.3 Printer Installation

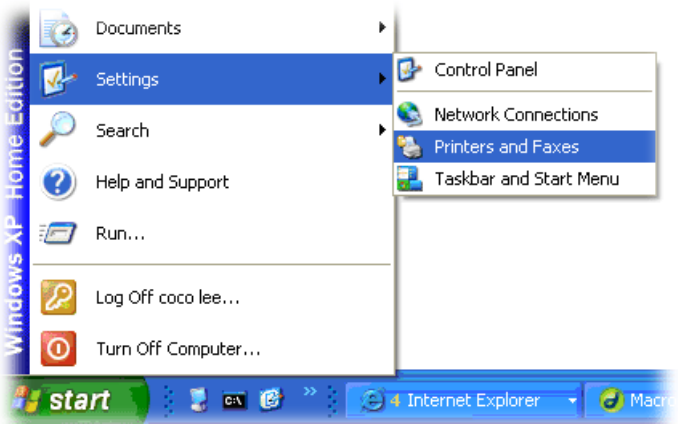
You can install a printer onto the router for sharing printing. All the PCs connected this router can print documents via the router. The example provided here is made based on Windows XP/2000. For Windows 98/SE, please visit www.draytek.com.

Printer Name:192.168.1.1
Port Name: IP_192.168.1.1

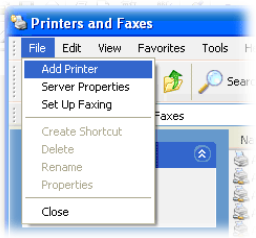


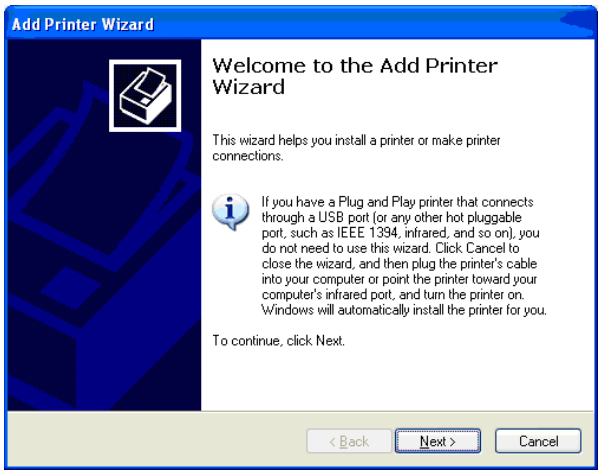
Before using it, please follow the steps below to configure settings for connected computers (or wireless clients).

1. Connect the printer with the router through USB/parallel port.
2. Open **Start->Settings-> Printer and Faxes**.

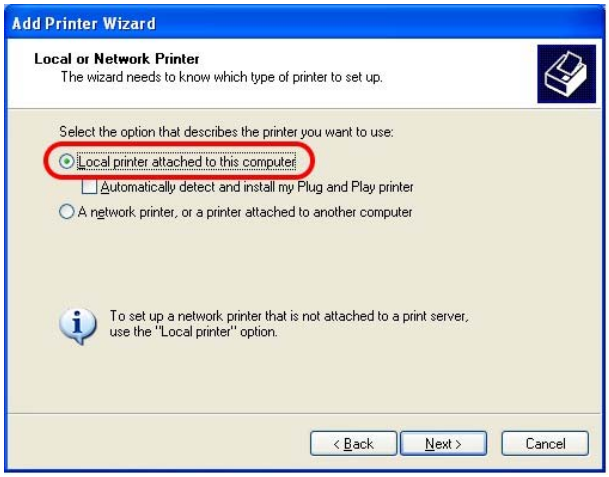


3. Open **File->Add a New Computer**. A welcome dialog will appear. Please click **Next**.

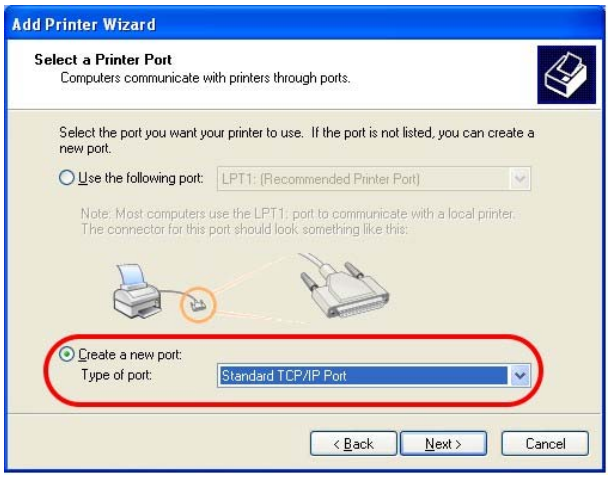




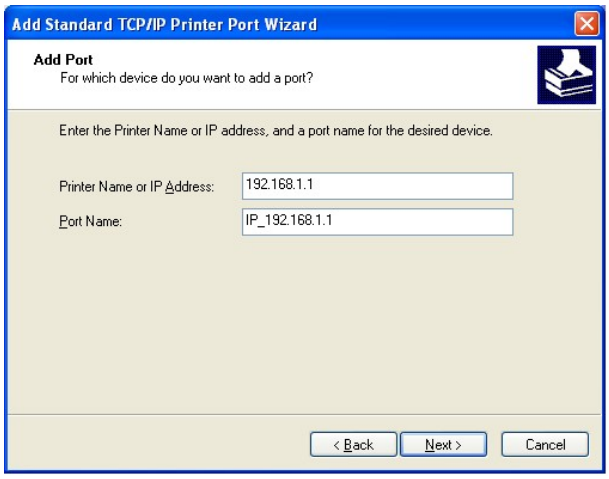
4. Click Local printer attached to this computer and click Next.



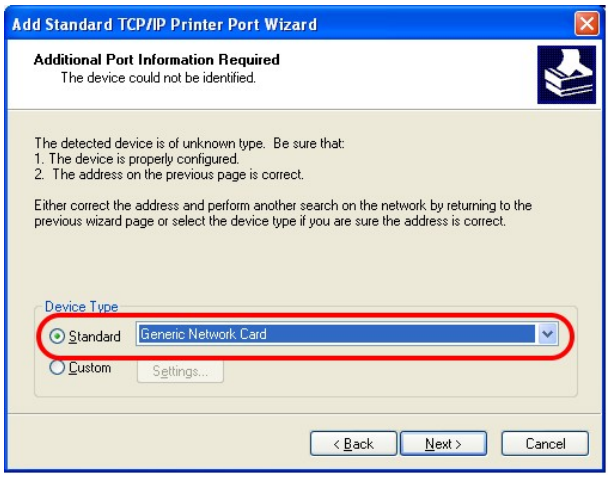
5. In this dialog, choose **Create a new port Type of port** and use the drop down list to select **Standard TCP/IP Port**. Click **Next**.



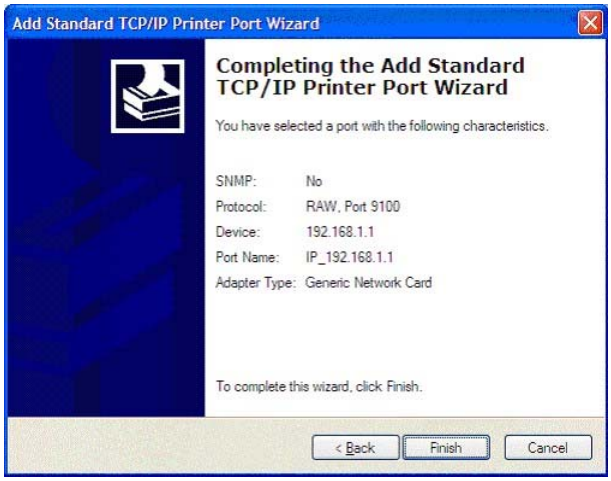
6. In the following dialog, type **192.168.1.1** (router's LAN IP) in the field of **Printer Name or IP Address** and type **IP_192.168.1.1** as the port name. Then, click **Next**.



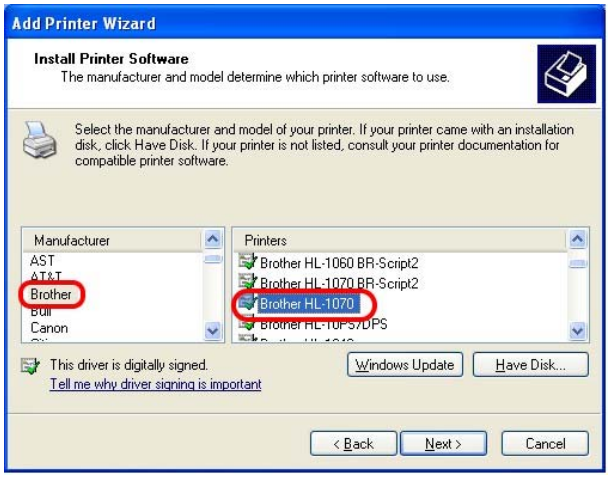
7. Click Standard and choose Generic Network Card.



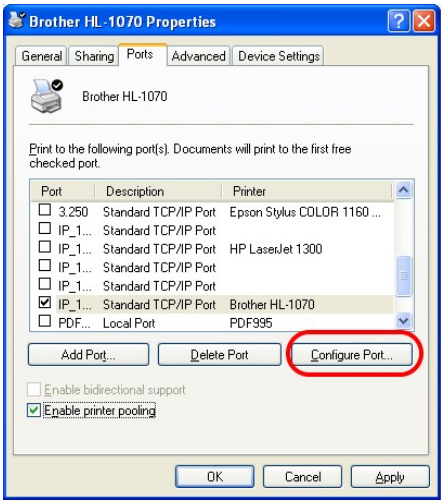
8. Then, in the following dialog, click **Finish**.



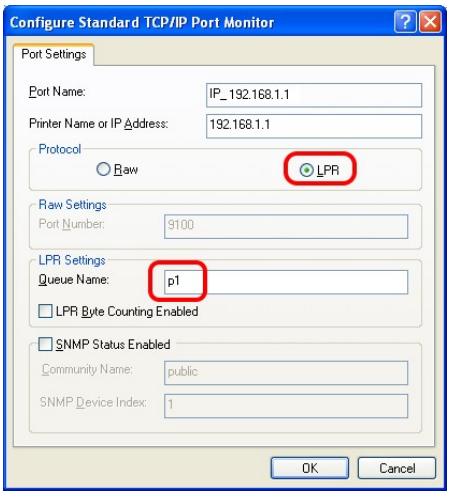
9. Now, your system will ask you to choose right name of the printer that you installed onto the router. Such step can make correct driver loaded onto your PC. When you finish the selection, click **Next**.



10. For the final stage, you need to go back to **Control Panel-> Printers** and edit the property of the new printer you have added.

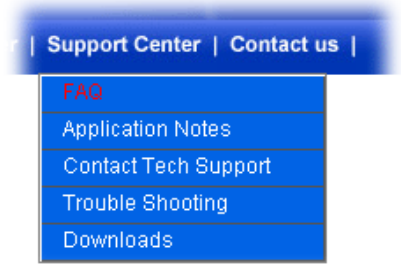


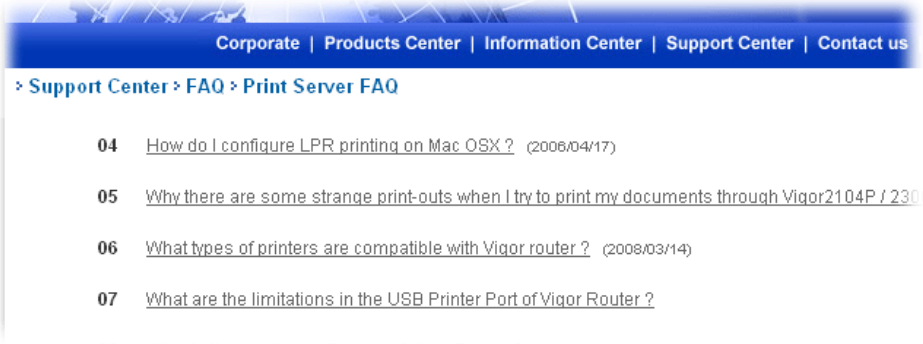
11. Select "**LPR**" on Protocol, type **p1** (number 1) as Queue Name. Then click **OK**. Next please refer to the red rectangle for choosing the correct protocol and UPR name.



The printer can be used for printing now. Most of the printers with different manufacturers are compatible with vigor router.

Note 1: Some printers with the fax/scanning or other additional functions are not supported. If you do not know whether your printer is supported or not, please visit www.draytek.com to find out the printer list. Open **Support Center->FAQ**; find out the link of **Printer Server FAQ**; finally click the link of "**What types of printers are compatible with Vigor router?"**.





Note 2: Vigor router supports printing request from computers via LAN ports but not WAN port.

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3. Configuring Web Pages

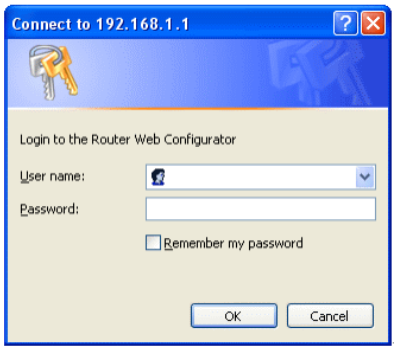
To access Internet, please finish basic configuration after completing the hardware installation.

The **Quick Start Wizard** is designed for you to easily set up your router for Internet access. You can directly access the **Quick Start Wizard** via Web Configurator.

1. Make sure your PC connects to the router correctly.

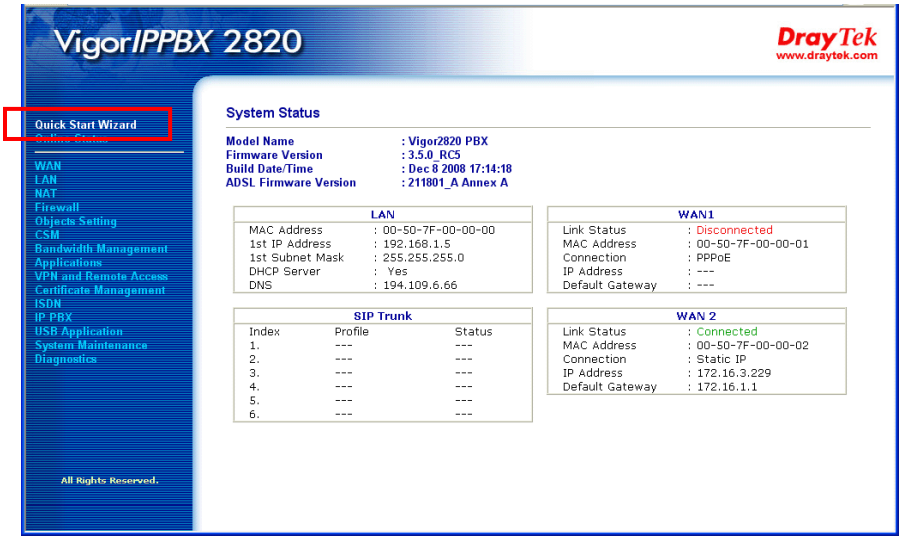
> **Notice:** You may either simply set up your computer to get IP dynamically from the router or set up the IP address of the computer to be the same subnet as **the default IP address of Vigor router 192.168.1.1**. For the detailed information, please refer to the later section - Trouble Shooting of the guide.

2. Open a web browser on your PC and type **http://192.168.1.1.** A pop-up window will open to ask for username and password. Do not type any word on the window and click **OK** for next screen.



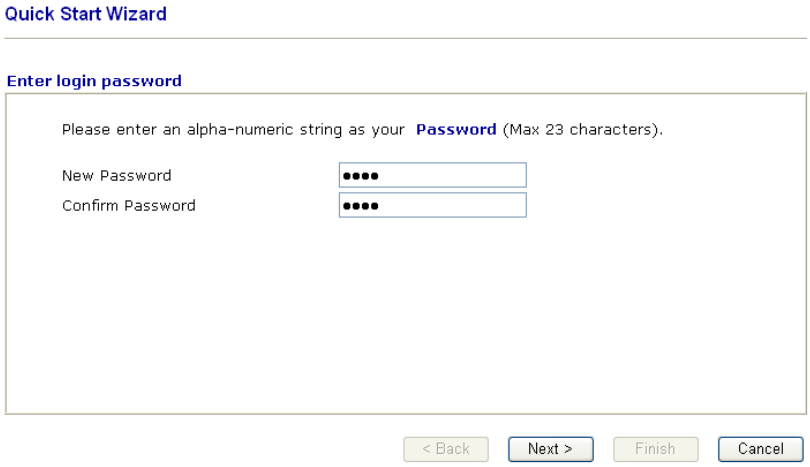
> **Notice:** If you fail to access to the web configuration, please go to "Trouble Shooting" for detecting and solving your problem.

3. Now, the **Main Screen** will pop up. Click **Quick Start Wizard**.

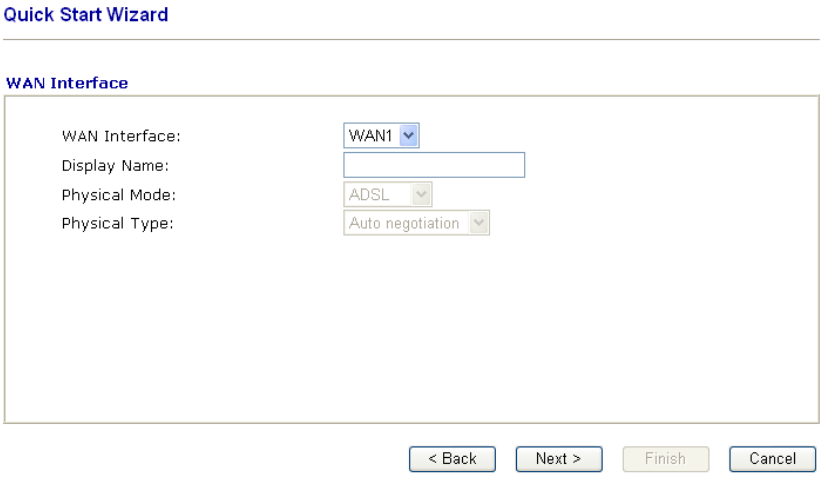


Note: The home page will change slightly in accordance with the router you have.

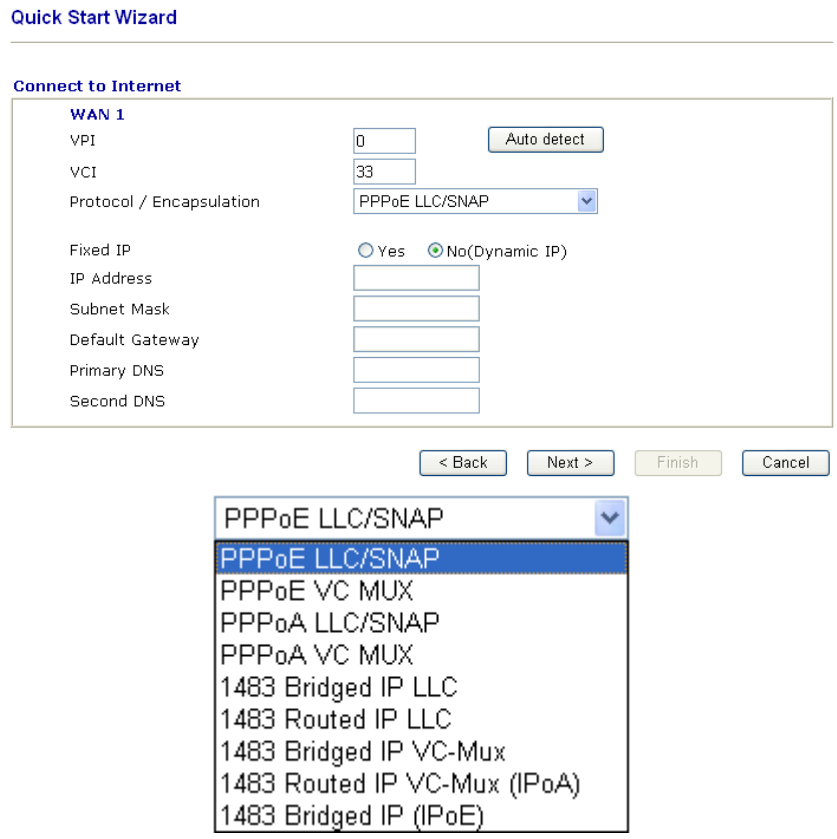
4. Enter the login password on the field of **New Password** and retype it on the field of **Retype New Password**. Then click **Next** to continue.



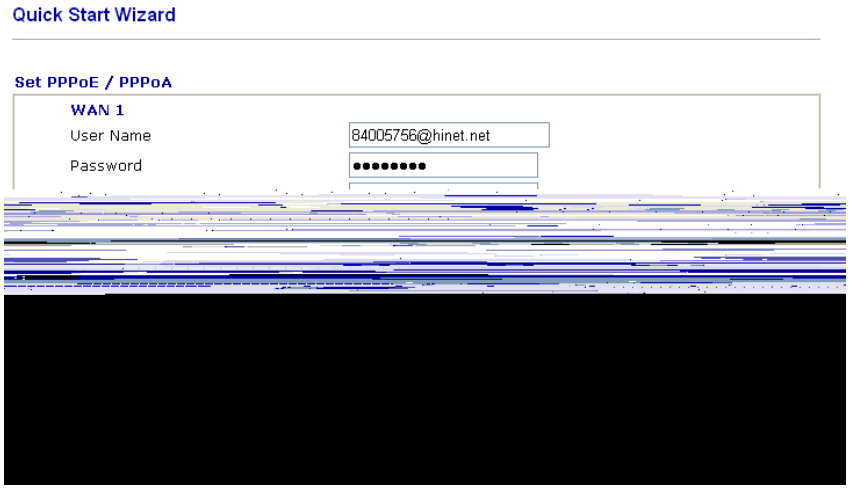
5. On the next page as shown below, please select the WAN interface (WAN 1 or WAN2) that you use. If DSL interface is used, please choose WAN1; if WAN2 interface is used, please choose WAN2. Choose **Auto negotiation** as the physical type for your router. Then click **Next** for next step.



6. On the next page as shown below, please select the appropriate Internet access type **according to the information from your ISP**. For example, you should select PPPoE mode if the ISP provides you PPPoE interface. Then click **Next** for next step.



PPPoE/PPPoA: if you click PPPoE or PPPoA as the protocol, please manually enter the Username/Password provided by your ISP. Then click **Next**.



4.2 Checking If the Network Connection Settings on Your Computer Is OK or Not

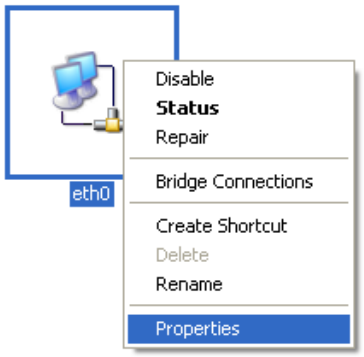
Sometimes the link failure occurs due to the wrong network connection settings. After trying the above section, if the link is stilled failed, please do the steps listed below to make sure the network connection settings is OK.

For Windows

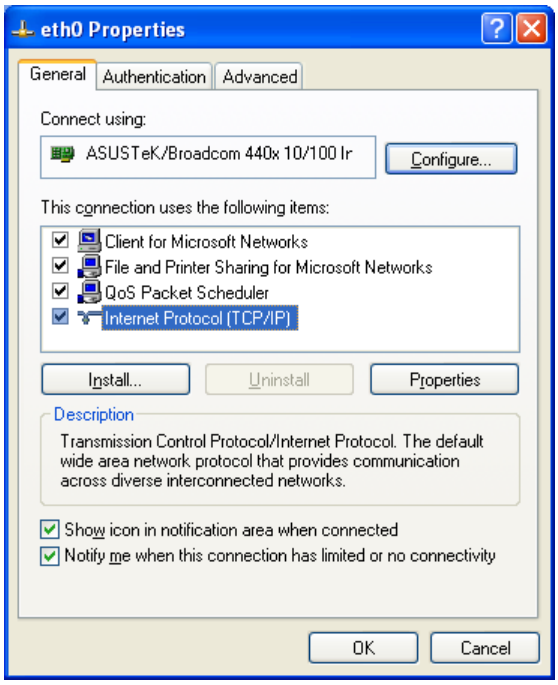
The example is based on Windows XP. As to the examples for other operation systems, please refer to the similar steps or find support notes in **www.draytek.com**.

1. Go to **Control Panel** and then double-click on **Network Connections.**

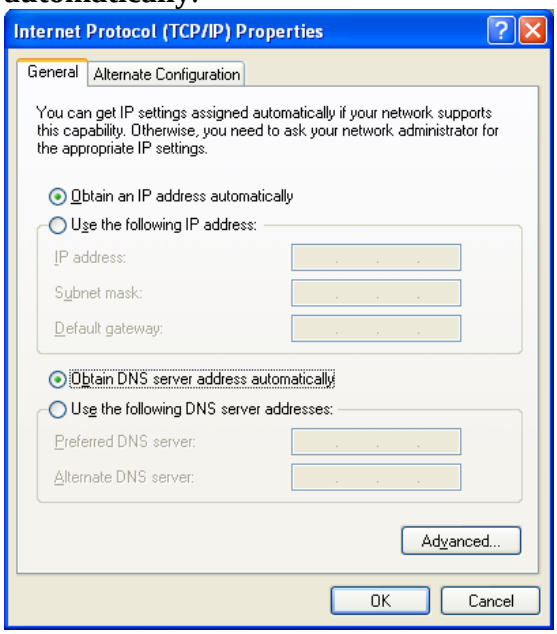
2. Right-click on **Local Area Connection** and click on **Properties**.



3. Select **Internet Protocol (TCP/IP)** and then click **Properties**.

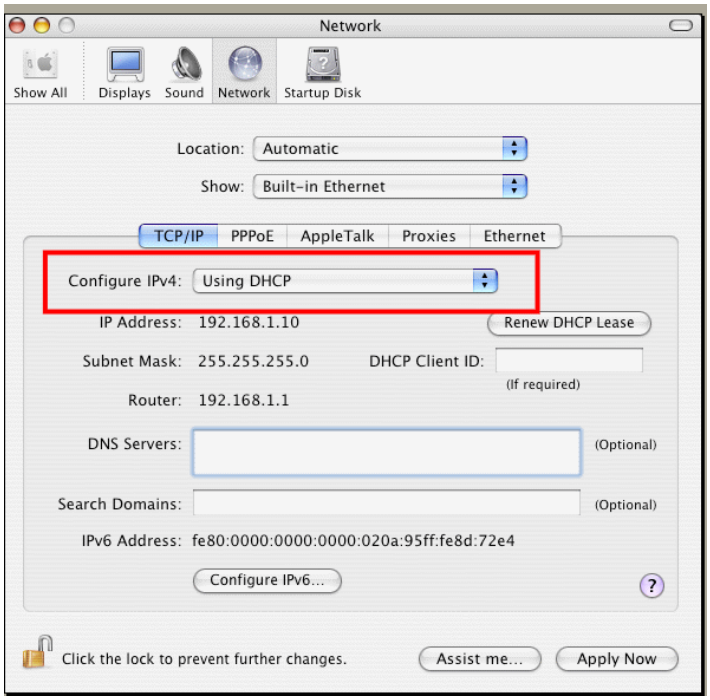


4. Select **Obtain an IP address automatically** and **Obtain DNS server address automatically**.



For MacOs

1. Double click on the current used MacOs on the desktop.
2. Open the **Application** folder and get into **Network**.
3. On the **Network** screen, select **Using DHCP** from the drop down list of Configure IPv4.



4.3 Pinging the Router from Your Computer

The default gateway IP address of the router is 192.168.1.1. For some reason, you might need to use "ping" command to check the link status of the router. **The most important thing is that the computer will receive a reply from 192.168.1.1.** If not, please check the IP address of your computer. We suggest you setting the network connection as **get IP automatically**. (Please refer to the section 4.2)

Please follow the steps below to ping the router correctly.

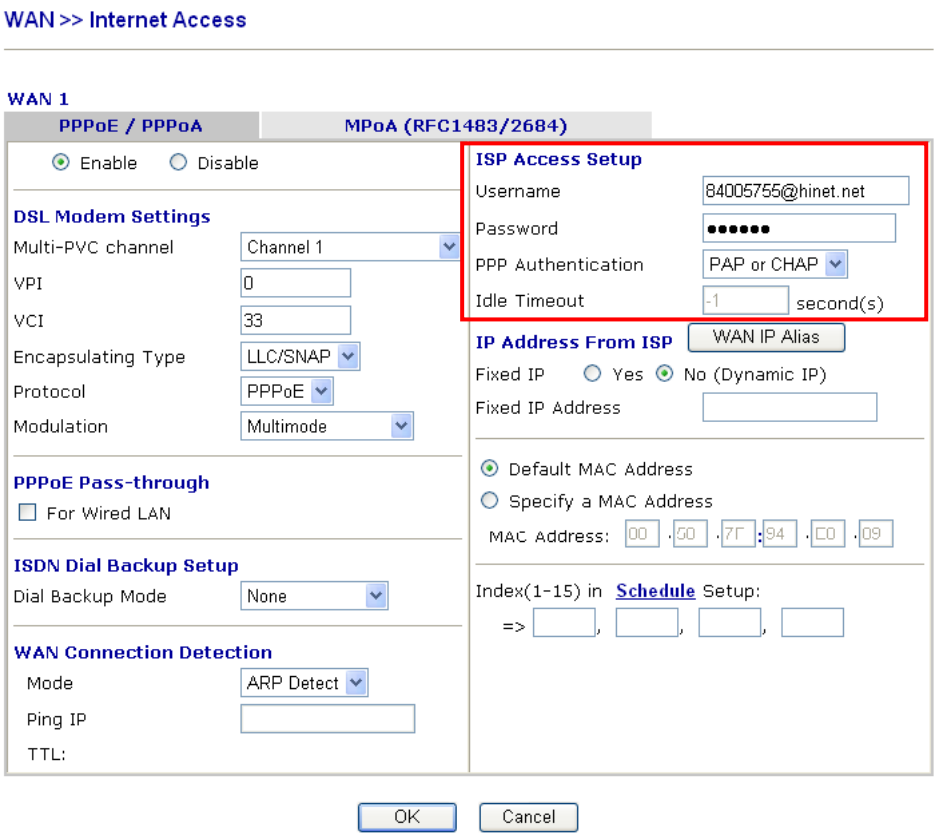
For Windows

1. Open the **Command** Prompt window (from **Start menu> Run**).
2. Type **command** (for Windows 95/98/ME) or **cmd** (for Windows NT/ 2000/XP). The DOS command dialog will appear.

3. Type **ping 192.168.1.1** and press [Enter]. It the link is OK, the line of "**Reply from 192.168.1.1:bytes=32 time<1ms TTL=255**" will appear.
4. If the line does not appear, please check the IP address setting of your computer.

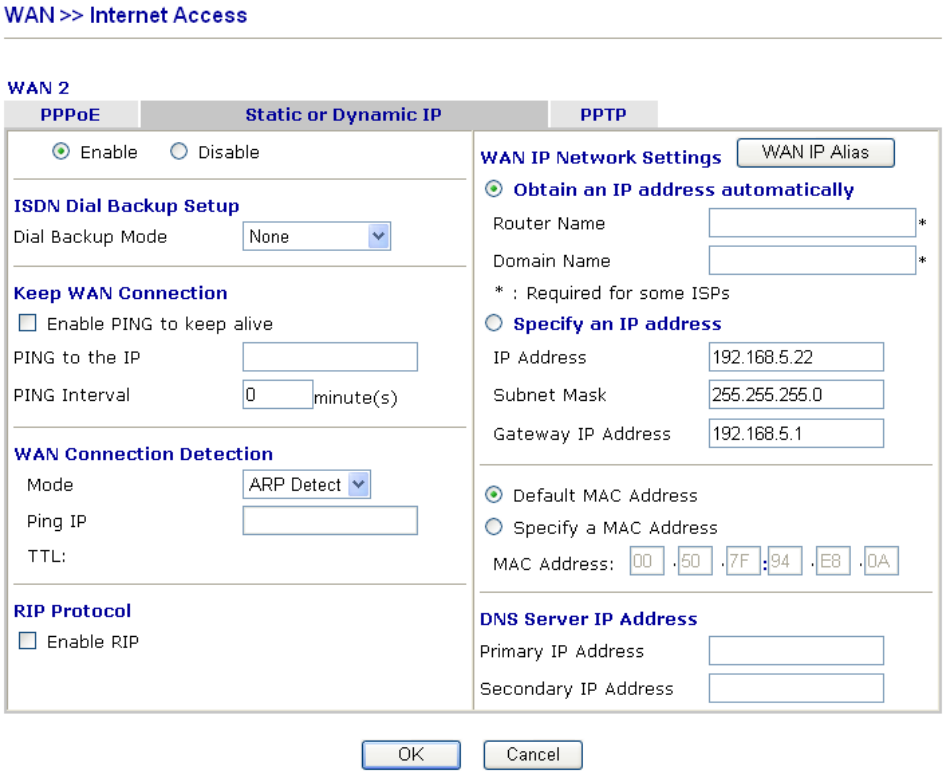
For MacOs (Terminal)

1. Double click on the current used MacOs on the desktop.
2. Open the **Application** folder and get into **Utilities**.
3. Double click **Terminal**. The Terminal window will appear.
4. Type **ping 192.168.1.1** and press [Enter]. It the link is OK, the line of **"64 bytes from 192.168.1.1: icmp_seq=0 ttl=255 time=xxxx ms**" will appear.



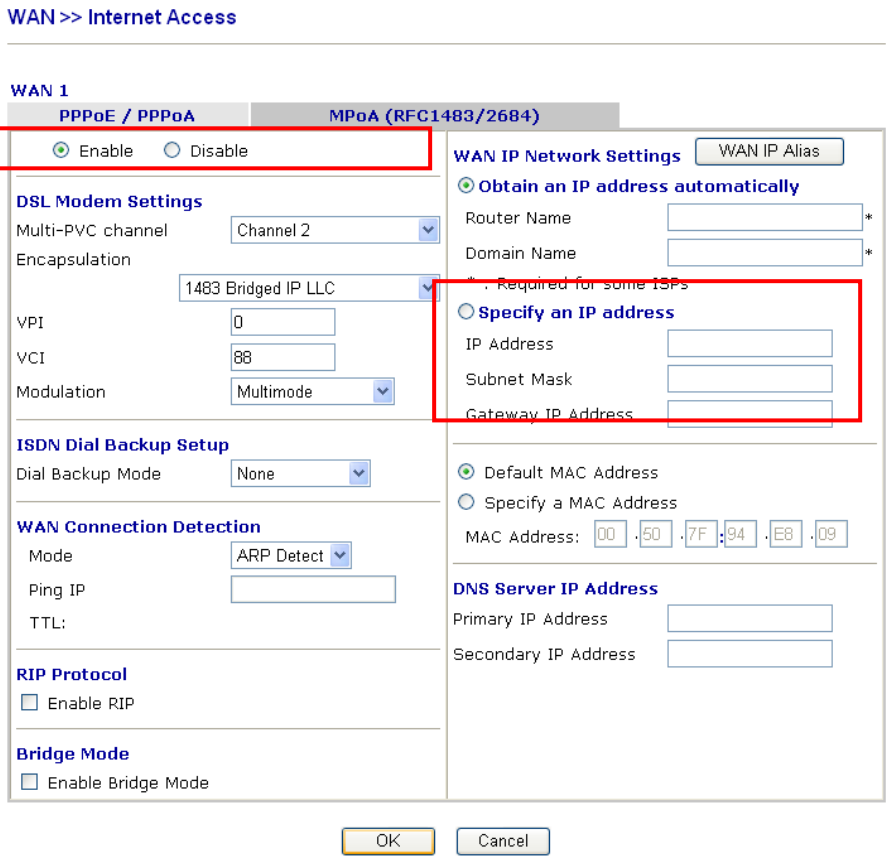
For Static/Dynamic IP Users

1. Check if the **Enable** option is selected.
2. Check if **IP address, Subnet Mask** and **Gateway** are entered with correct values that you **got from** your **ISP**.



For MPoA Users

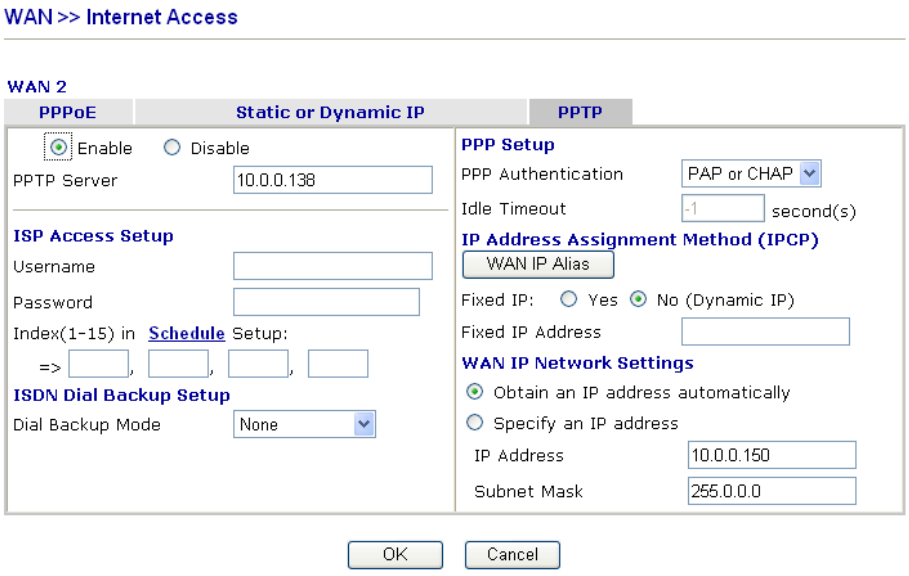
1. Check if the **Enable** option is selected.



2. Check if **DSL Modem Settings** is set appropriately.
3. Check if **IP Address, Subnet Mask** and **Gateway** are set correctly (must identify with the values from your ISP) if you choose **Specify an IP address**.

For PPTP Users

1. Check if the **Enable** option for **PPTP** Link is selected.



2. Check if **PPTP Server, Username, Password** and **WAN IP address** are set correctly (must identify with the values from your ISP).

4.5 Backing to Factory Default Setting If Necessary

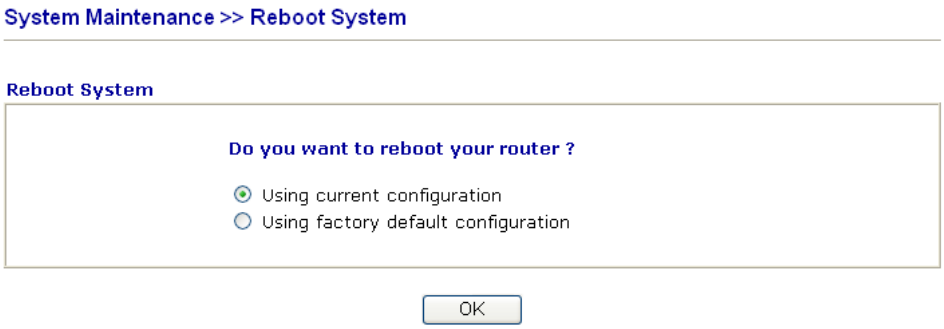
Sometimes, a wrong connection can be improved by returning to the default settings. Try to reset the router by software or hardware.

Warning: After pressing **factory default setting**, you will loose all settings you did before. Make sure you have recorded all useful settings before you pressing. The password of factory default is null.

Software Reset

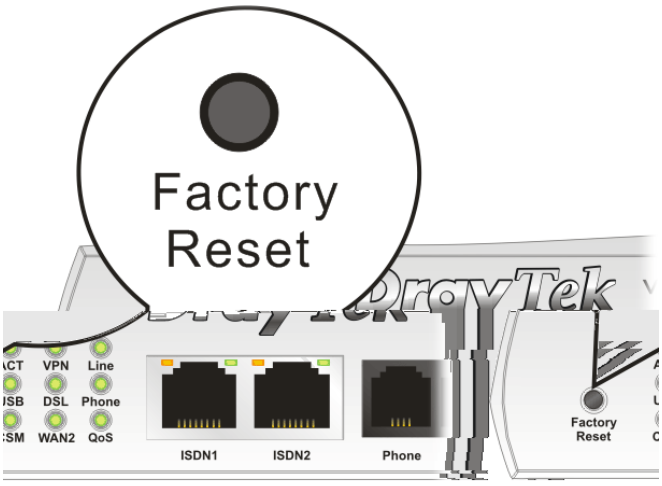
You can reset the router to factory default via Web page.

Go to **System Maintenance** and choose **Reboot System** on the web page. The following screen will appear. Choose **Using factory default configuration** and click **OK**. After few seconds, the router will return all the settings to the factory settings.



Hardware Reset

While the router is running (ACT LED blinking), press the **Factory Reset** button and hold for more than 5 seconds. When you see the **ACT** LED blinks rapidly, please release the button. Then, the router will restart with the default configuration.



After restore the factory default setting, you can configure the settings for the router again to fit your personal request.

4.6 Contacting Your Dealer

If the router still cannot work correctly after trying many efforts, please contact your dealer for further help right away. For any questions, please feel free to send e-mail to support@draytek.com.